

Council on Rehabilitation Education (CORE) Accredited Programs VR Mod Frequently Asked Questions

1. Why is the Department splitting the Senior Vocational Rehabilitation Counselor (SVRC) and the Senior Vocational Counselor, Qualified Rehabilitation Professional (SVRC, QRP) classifications?

In 1992, the Federal Rehabilitation Act of 1973 was amended to require that only Qualified Rehabilitation Professional (QRP) counselors provide the five non-delegable functions for consumers, which include:

- Determines eligibility for the DOR services;
- Determines Level of Significance of Disability;
- Develops, reviews and approves the consumer's Individualized Plan for Employment (IPE);
- Reviews and approves any necessary IPE amendments; and
- Documents the achievement of an employment outcome and/or case closure.

The DOR Vocational Rehabilitation (VR) service delivery structure has not been in compliance with this federal mandate. DOR will comply with federal regulations by ensuring that the five non-delegable functions are performed solely by a Qualified Rehabilitation Professional.

2. What duties have changed for the SVRC and the SVRC, QRP?

The SVRC will act as a service coordinator and will be the primary team member to implement plan services and coordinate the receipt of information during the VR process. The SVRC can continue to perform counseling duties except for the five non-delegable functions described above.

3. What is the goal of the new VR Service Delivery (VRSD) Model? What are the timelines?

The overarching goal of the new VRSD Model is to comply with the federal mandate, which requires that five non-delegable counseling functions be provided by SVRC, QRP, and to implement a more efficient team model that will streamline service delivery processes to ensure quality and effectiveness of services to 115,000 consumers annually. The new model has three primary goals:

- Goal 1: Cultivate a team environment that will support the recruitment and retention of qualified staff to provide exceptional services to consumers.
- Goal 2: Refine and standardize practices to provide timely, cost effective and quality services to consumers.
- Goal 3: Increase the number and quality of employment outcomes for consumers.

Implementation will occur in three phases:

Phase I: April through October 2011, prepare selected district pilot teams for the new VRSD Model.

Phase II: October 2011, begin the new VRSD Model Pilot. Upon review of the Pilot, the new VRSD Model will be refined.

Phase III: January 2013, begin implementing the new VRSD Model statewide.

4. How do VR service delivery changes benefit counselors?

In a VRSD Team, counselors will be supported in casework and clerical tasks, allowing additional face-to-face time and contacts with consumers. It is anticipated that service delivery changes will improve counselor job satisfaction and retention as well as successful delivery of services to consumers.

5. What is the role of CORE accredited programs in the new VRSD Model?

Attracting and retaining highly qualified rehabilitation professionals to the DOR is one of the primary goals of the new VRSD Model. The Department will work closely with CORE accredited programs to ensure students are knowledgeable about VR service delivery in California.

For additional information about the new VRSD Model, visit the DOR website at: <http://www.dor.ca.gov/>